Division of School and Community Nutrition Child Nutrition and Information Payment System (CNIPS)

Frequently Asked Questions

Introduction

Welcome to SCN's new Child Nutrition Information and Payment System (CNIPS). The following is a list of questions and accompanying answers that sponsors may have as they begin to use CNIPS. The purpose of this document is to provide general questions and answers. If sponsors have more specific questions that are not listed here they are encouraged to call the SCN Help Desk or their program consultant at SCN's main phone number: (502) 564-5625.

If you believe a question should be addressed here that is not shown please contact Mike Sullivan at the SCN Help Desk or by email at michael.sullivan@education.ky.gov .

Accessibility

If I wanted to bookmark the CNIPS website so that I do not have to go through the CNIPS Project webpage, which URL do I use?

The CNIPS Home Page is located at: https://cnips.education.ky.gov

When is the system available?

CNIPS is available from the Internet 24 x 7.

How long before a user times out?

Because of certain security factors the user session time out must be set at 20 minutes. If you save while filling out forms, you will be able to leave and come back without losing any information. You won't have to commit to completing the form in a single session. If an emergency comes up and you must leave the form, just hit save and you can pick up where you left off later on.

Can I change my password or do I need to call the COT Help Desk?

If you are logged into the system, you can change your password by selecting **Security** from the blue menu bar and then selecting Change Password.

How does CNIPS ensure my password is secure?

The password you choose must meet strict format compliance rules. Your password must be between ten (10) and twelve (12) characters in length and must contain at least 1 number and at least 1 special character (e.g., !, %, &, $). The password cannot be the same as the User Name.

How often do I have to change my password?

Every 60 days.

I have tried to logon but I have forgotten my password?

CNIPS allows for five (5) attempts to login to the system. If after five (5) unsuccessful attempts, you must contact the COT Help Desk at (502) 564-7576 to reset your password. The COT Help Desk will provide a temporary password that can be used one time. Upon login, CNIPS will require you to create a new password.

General

How can I obtain the sponsor user manual?

The sponsor user manual has been compiled and is available online at:
http://www.education.ky.gov/KDE/Administrative+Resources/School+and+Community+Nutrition/Nutrition+Programs/Online+Reporting.htm

How many years of data will be available online?

Starting with 2011-2012 data, generally, three (3) years of data will be made available to Sponsors online. Closed program years are view only. Five (5) years of data are available to authorized State users. Please note that only partial 2011-12 legacy application data and partial 2009-10, 2010-22, and 2011-12 claims data was converted.

How do I change the year I am viewing on the system?

To view data from previous years, select the **Year** link in the blue menu bar at the top of the screen and select the year.

Is there a user manual I can print?

CNIPS provides robust online help via the **Help** link in the blue menu bar at the top of the screen. In addition, a User Manual is available from the **Need Help?** link in the Links box on

the CNIPS home page.

Can I download forms required for my Application Packet from within CNIPS?

Yes. There are two ways to download available forms: 1) Through the Download Forms option on the Application screen or 2) By selecting the name of the form on your Checklist screen within the Application Packet.

Application Packet Functionality

How do I start a renewal Application Packet in CNIPS?

Go to the Application Packet screen and select the **Enroll** button. The system will copy select application data from the previous year and create application templates for the user to complete for the new school year.

Which Application Packet items do not roll over on a renewal?

The Sponsor application, Site applications, and Food Service Management Company Contracts that are within their renewal period will roll over. Checklist items <u>do not</u> roll over.

If you have a new site that will be participating in the program this year, you must add a site application for this new site by selecting Add Site Application on the Application Packet – Site List screen.

I see the School Nutrition Program on the Application Packet screen, but I do not see my sites?

By selecting the School Nutrition Program, the Application Packet - Site List screen displays all sites currently associated with a Site Application.

I have a new site to include this year. How do I define the new site within CNIPS?

A new site must have a completed site application. The first step is to define the site within CNIPS by selecting the Add New Site link on the Application Packet – Site List screen. The 'Quick' Site Profile screen will display. Complete this screen and press save.

After this is completed, you will see the site listed on the Application Packet – Site List screen.

You must now complete a Site application for the new site.

I have completed the Application Packet, but the system will not allow me to submit the packet to the State for review?

An Application Packet can be submitted to the State (i.e., the **Submit for Approval** button is enabled) only if the following conditions have been met:

- The Sponsor Application must contain no errors.
- At least <u>one</u> Site Application must exist and contain no errors.
- If the Sponsor is using a Food Service Management Company (FSMC), at least <u>one</u> contract must exist and contain no errors.
- If the Sponsor participates in Community Eligibility Option (CEO), the CEO Schedule must be completed with no errors,
- All items in the Checklist must be submitted (submitted checkbox checked and date submitted is entered).
- The Sponsor is not closed.

Why can't I modify my Application Packet items?

The Application Packet items may be available in view-only mode when: 1) You only have security authority to view Application Packets or 2) The Application Packet has been submitted and is under review. In addition, historical Application Packets may be view only.

What if I need to modify an item in my Application Packet, but the Application Packet has been approved by the State?

To modify an item in an approved Application Packet, you must use the **Revise** option next to the packet item. A revision to any item in the Application Packet requires the re-submission and review of the packet by the State.

Is there a history of all original and revised Application Packet submits that I can see?

Yes. By selecting the link under the **Latest Version** column in the Application Packet screen (for the Sponsor Application) OR the link under the **Version/Status** column on the Application Packet – Site List screen (for the Site Application), you will be taken to a screen that lists the original Application Packet and all revisions. By selecting the Effective Claim Period, the respective application is displayed.

Will the system calculate severe need and safety net lunches?

Yes, safety net lunch is based on lunches served at the Sponsor level from the 2nd preceding year. Severe need breakfast eligibility is based on lunches served at each site from the 2nd preceding year. So, two years after SCN begins capturing site-level claim data, then CNIPS will be able to calculate severe need breakfast and safety net lunch. Until that time the sponsors will enter that information based on meal count data collected from July – June.

When can I fill out my Seamless Summer Option (SSO) application?

The online SSO application will be available beginning April 9, 2011.

When can I fill out my School Nutrition Program (SNP) application renewal?

SNP application renewal will be available beginning April 9, 2011. It will be partially populated with data from the previous year that has been rolled over.

What is under "Download Forms"?

Forms the sponsor will need to complete their application packet are under the **Download Forms** module. After clicking on the link a list of available forms is then shown. Click on the link to open in the form in your computer workstations.

School Nutrition Programs: Miscellaneous Screens

I do not see my Site Enrollment data for prior years?

Site enrollment (also known as October enrollment) data for prior years has not been converted. The first year that the Sponsor will enter Site Enrollment data into CNIPS is 2012-2013. Use the Site Enrollment option on the Application screen.

How do I enter April DC data?

April enrollment and directly certified student data is entered in CNIPS via the Community Eligibility Option (CEO) screen. Use the Community Eligibility Option (CEO) option on the Application screen.

How do I submit the following forms?

- Verification Report.

- Annual Audit.
- Food Safety Inspection.
- Community Eligibility Option (CEO).

Once the form has been completed with no errors and has been saved, the form is automatically submitted to the State. The Sponsor can modify the form until the State has identified it as "Approved" or "Denied".